

IMPACT OF TRAINING AND DEVELOPMENT ON EMPLOYEE JOB SATISFACTION IN BANKING SECTOR

By

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A thesis presented to the Department of Management Sciences, Bahria University
Karachi Campus, in partial fulfillment of the requirements
of the MBA degree



SUMMER, 2017

Bahria University Karachi Campus



MBA Thesis

2nd Half-semester Progress Report & Thesis Approval Statement

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Supervisor-Student Meeting Record

S. No	Date	Place of Meeting	Topic Discussed	Signature of Student
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6	27-10-17	Supervisor's office	Chap 5 + 6 Discussed	Rida*
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ABSTRACT

Purpose:

This study is an attempt to analyse whether training and development in Pakistani banking sector affects employee job satisfaction. Therefore, the relationship between training and development variables (training needs assessment, training contents, training methods, trainer's competence, and training evaluation) and employee job satisfaction has been identified as training and development plays critical role in organizations that can cause either employee satisfaction or dissatisfaction.

Methodology/Sample:

The study is an exploratory research where data was collected by designing survey questionnaire. The population for this study was employees in Karachi banks where sample size of 250 respondents was taken. Hypotheses were developed where different variables of training and development (training needs assessment, training contents, training methods, trainer's competence, and training evaluation) were taken as independent variables while employee job satisfaction is taken as dependent variable of the study. Collected data is analysed by SPSS through regression and correlation analysis.

Findings:

Results showed that there is a positive relationship between training need assessment, training methods, and training evaluation with job satisfaction. However, training contents and trainer's competence were also positively related, but these variables did not have significant relationship with employee job satisfaction.

Practical Implication:

The study concluded that concluded that due to its direct positive correlation with employee job satisfaction that training needs assessment, training methods, and training evaluation, these three components have become important things in banks to consider when designing training programs for improved job satisfaction. The outcomes of this study are quite beneficial for HR managers in Pakistani banks as well for other sectors too. HR managers from other sectors could also benefit from training and development in improving their employee's job satisfaction.

Key words:

Job satisfaction, training & development, training need assessment, training content, training environment, training methodology, training component, training evaluation.

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